

ABSTRACT OF THE DISCLOSURE

A method and system for controlling a connection between a calling party and a called party. When a call is placed on hold, detection services are utilized to determine when the call changes from being “on hold” to being active. The call control system can then contact the caller to inform the caller of the change in the status of the call. Such contacts can be either in-band or out-of-band. If the caller is unable to respond to the change in call status, the called party can leave a message for the caller.